

FIG. 1

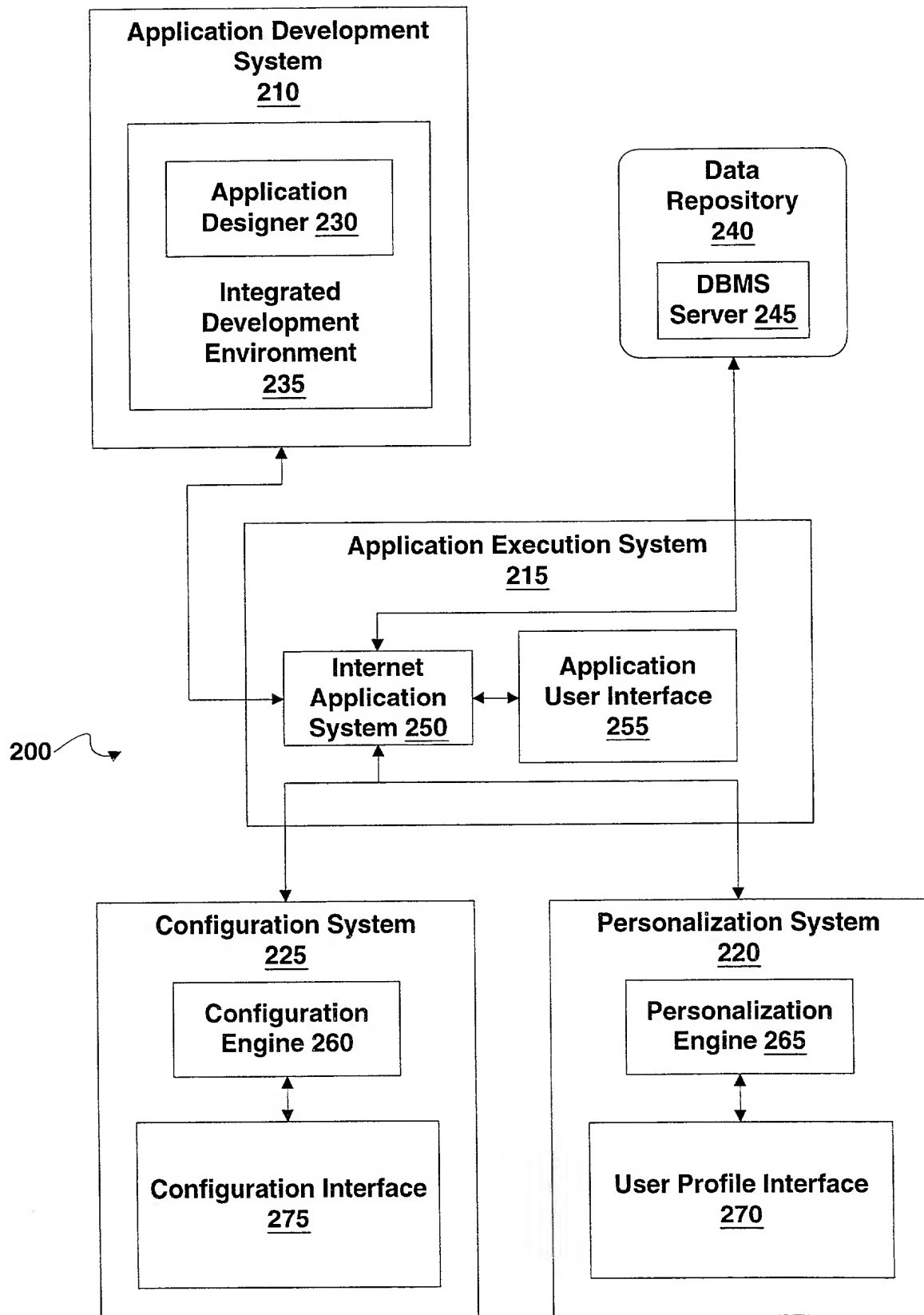


FIG. 2

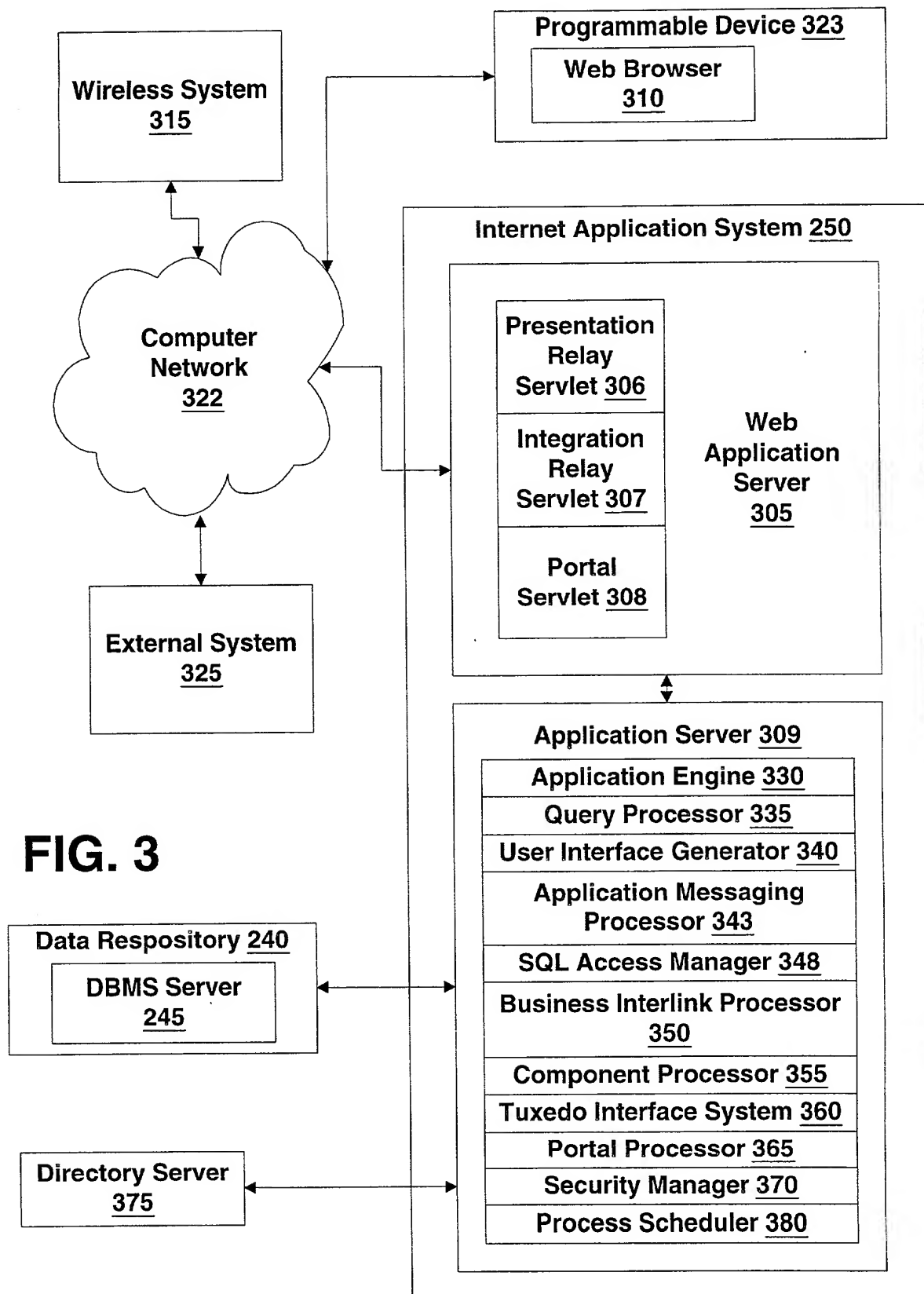


FIG. 3

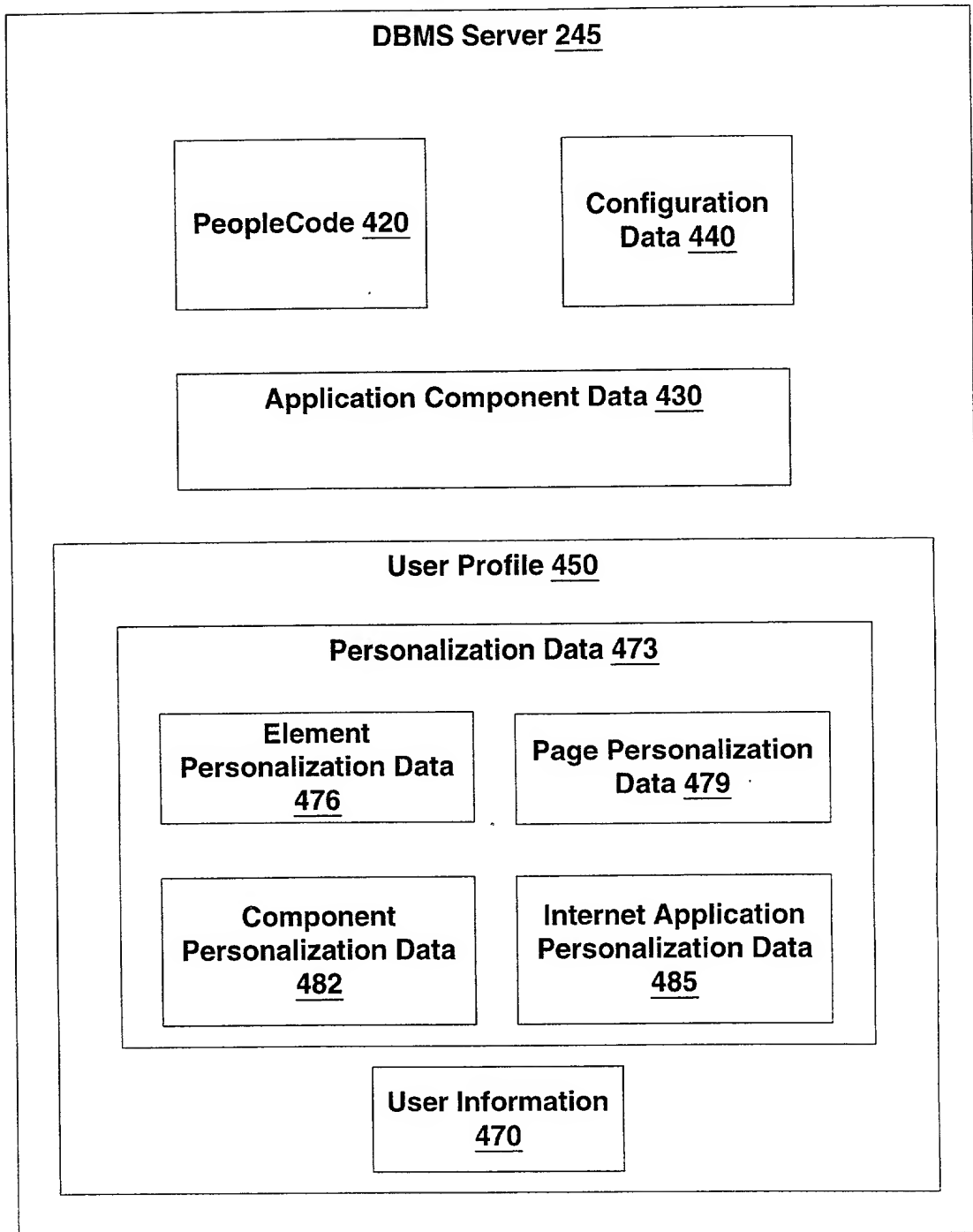


FIG. 4

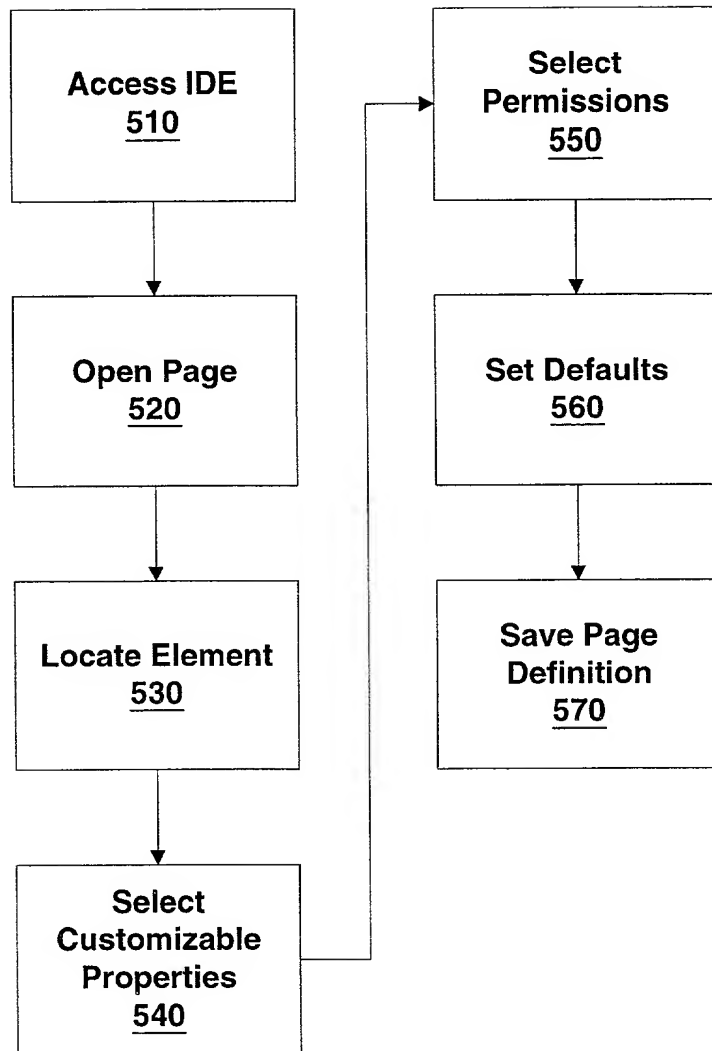


FIG. 5

Application Designer - Untitled - RC CASE HDENG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Page Designer | Order

RC CASE HDENG (Page)

Name: [Text] Business Unit: [Text] Location: [Text] Phone: [Text] Email: [Text] Preferred Contact Details: [Text]

Department: [Text] Phone Type: [Text] Email Type: [Text] Preferred Contact Method: [Text] All Contact: [Text]

Product: [Text] Asset Tag: [Text] Summary: [Text] Description: [Text] Summary: [Text]

Build Find Object References Upgrade Results Validate

Ready

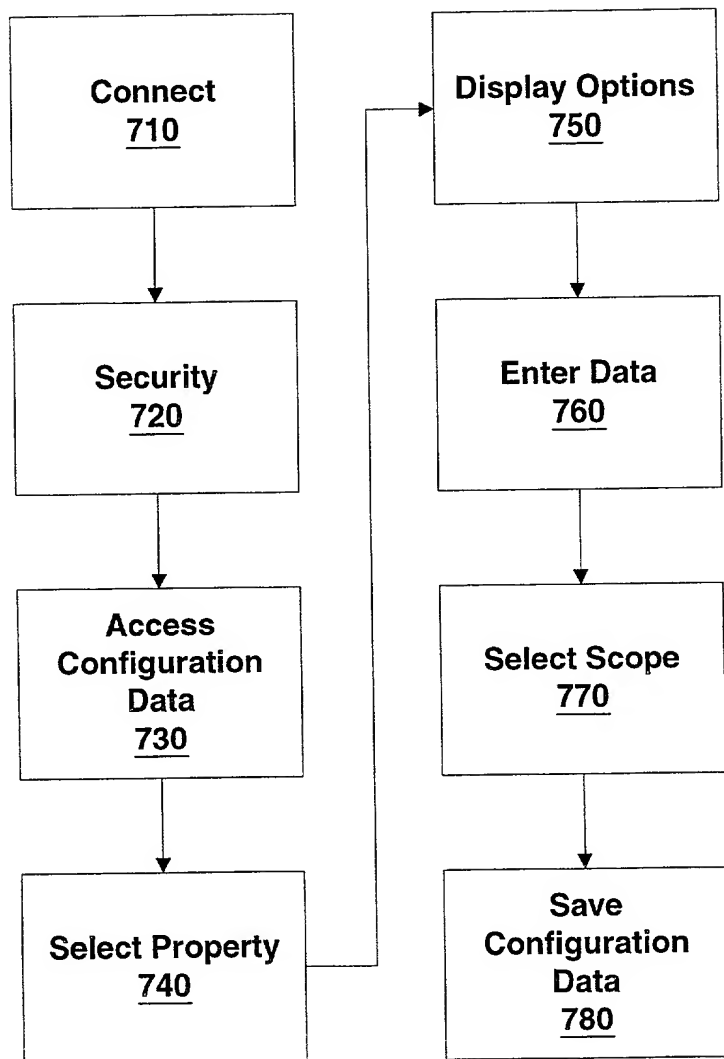


FIG. 7







Administrator Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home A Web Market Help Exit

Address http://localhost:7001/ser/mets/jk/en/vet/peoplesoft8/?cmd=start&

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
AADBTN Tab over Add/Del Buttons (+/-)			<input type="checkbox"/>	<input type="checkbox"/>	
ADES Afternoon designator (PM, pm)			<input checked="" type="checkbox"/>	<input type="checkbox"/>	PM
CALBTN Tab over Calendar Button			<input type="checkbox"/>	<input type="checkbox"/>	\$
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input type="checkbox"/>	L
CSYMP Currency Symbol Position			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DCSP Decimal Separator			<input checked="" type="checkbox"/>	<input type="checkbox"/>	M
DFRMT Date Format			<input checked="" type="checkbox"/>	<input type="checkbox"/>	N
EXPENT Expert Entry			<input type="checkbox"/>	<input type="checkbox"/>	
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN Tab over Lookup Button			<input checked="" type="checkbox"/>	<input type="checkbox"/>	PST
LTZONE Local Time Zone			<input checked="" type="checkbox"/>	<input type="checkbox"/>	AM
MDES Morning designator (AM, am)			<input type="checkbox"/>	<input type="checkbox"/>	

Fluj. 8

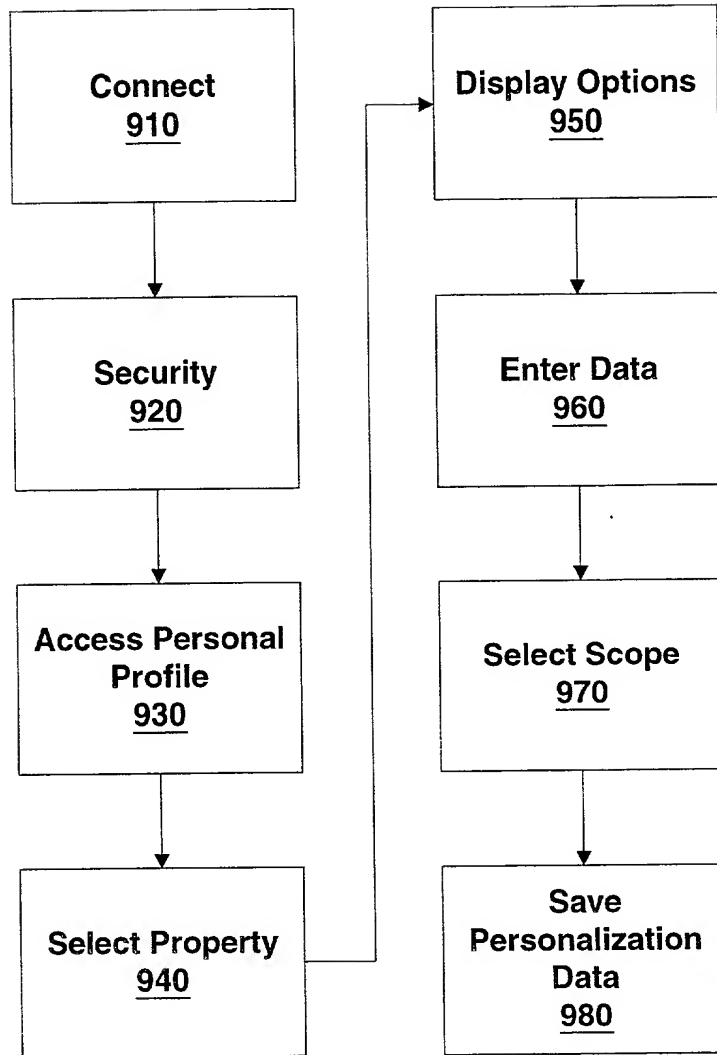


FIG. 9

PeopleSoft PeopleTools

Shell Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address http://localhost:7001/servlets/clientservlet/peoplesoft8/cmd=start&

Go Links

Home New Window Help Sign Out

Home > PeopleTools > Maintain Security > Users > My Profile

General Profile Information

Opriid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☐

Set Personalizations

Email

E-mail Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings

Alternate User ID:

From Date: (example: 12/31/2000)

To Date: (example: 1/23/2000)

Miscellaneous User Links

Local Intranet

1005

1010

1020

270

FIG. 10A

270

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/clientserv/peoplesoft/cmd-start&

Home > PeopleTools > Maintain Security > User > My Profile

Personalization

Option	Default Value	Override Value	
Accessibility Features	No	<input checked="" type="checkbox"/>	Explain
Afternoon designator (PM, pm)	PM		Explain
Currency Symbol	\$		Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/>	Explain
Decimal Separator			Explain
Date Format	MM/DD/YY	<input checked="" type="checkbox"/>	Explain
Date Separator	/		Explain
Local Time Zone	Pacific Time, Tijuana	<input checked="" type="checkbox"/>	Explain
Morning designator (AM, am)	AM		Explain
Multiple Row Insert	Yes	<input checked="" type="checkbox"/>	Explain
Save Confirmation	Yes		Explain
Save Warning	Yes	<input checked="" type="checkbox"/>	Explain
Time Format	h mm ss (8:05 AM)	<input checked="" type="checkbox"/>	Explain
Time Separator			Explain
Thousand Separator			Explain
Use Local Timezone	Yes	<input checked="" type="checkbox"/>	Explain

1030

1040

1050

1060

830

FIG. 10B

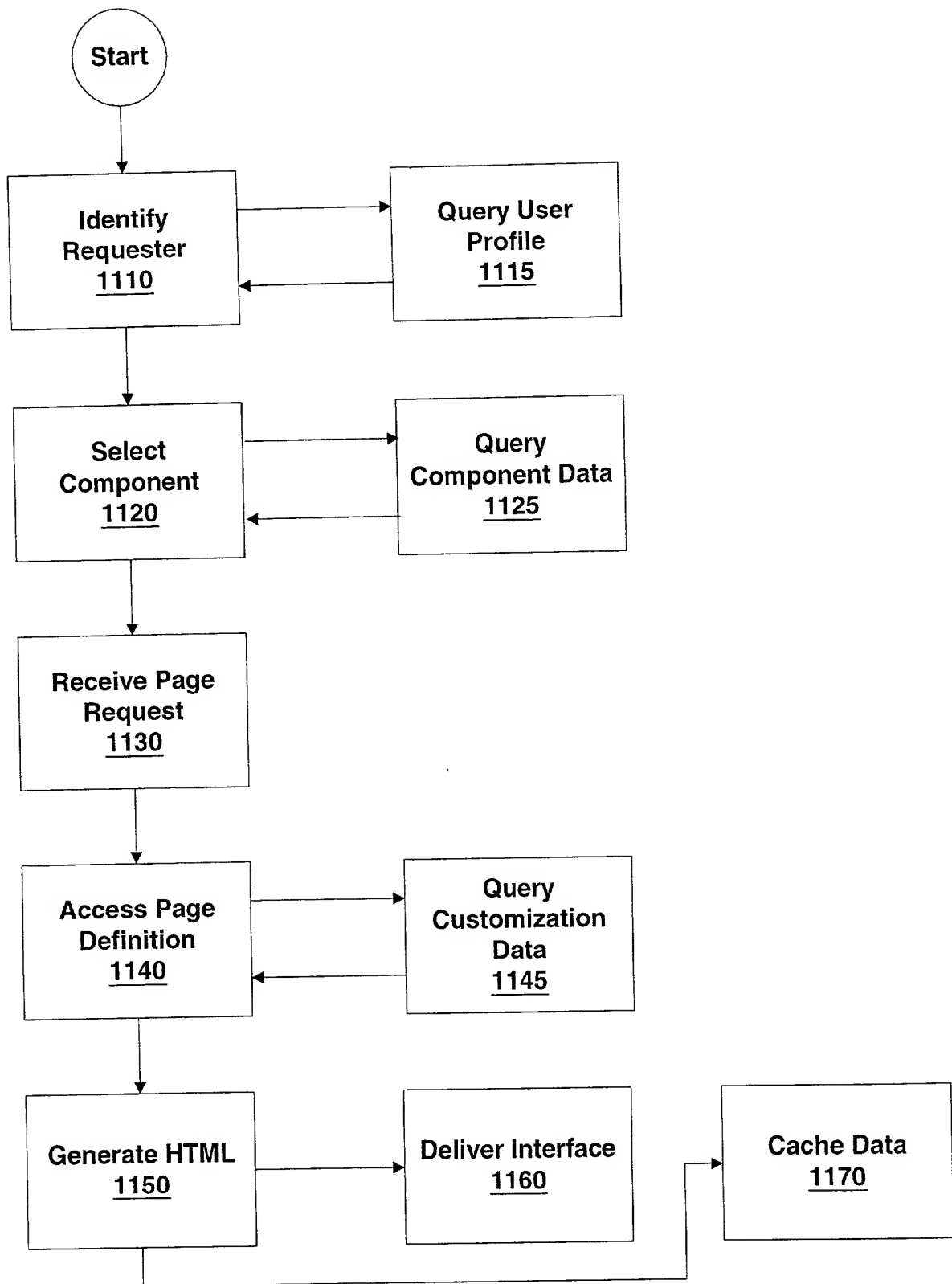


FIG. 11

Application Designer - Untitled - RC_CASE_HD.ENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Untitled

RC_CASE_HD.ENG (Page)

Order

N1220 ~1230

N12403

512403

1250

1210A

1210B

1210J

1210K

1210R

1210Z

LV	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage	EMP INFO GBO	DERIVED RC C				CUST INFO
2	0	Employee Informal	EMPL ID	DERIVED RC C				
3	0	Email	CASE CONTACT	RC CASE				
4	0	Contact ID	NAME SEARCH	DERIVED RC C				
5	0	Name	PERSON ID	RC DRILDOWN				
6	0	Person ID	RC BU DESCR	DERIVED RC C				
7	0	Business Unit	BUSINESS UNIT	RC CASE				
8	0	Business Unit	DEPTID	RB WORKER			4	
9	0	Department	LOCATION	RB WORKER			4	
10	0	Location Code	PHONE TYPE	DERIVED RC C				
11	0	Phone Type	PHONE TYPE	RC CASE				
12	0	Phone	BUSINESS UNIT	DERIVED RC C				
13	0	Business Unit	PHONE	DERIVED RC C				
14	0	Phone	EXTENSION	DERIVED RC C				
15	0	Extension	Drop Down List	DERIVED RC C				
16	0	Email Type	E_ADDR TYPE	DERIVED RC C				
17	0	Email Type	E_ADDR TYPE	RC CASE				
18	0	Email	EMAIL ADDR	DERIVED RC C				
19	0	Preferred Contact	RC CONTACT	RC CASE				
20	0	Preferred Contact	RC CONTACT 1	DERIVED RC C				
21	0	Contact Details	RC CONTACT 1	RC CASE				
22	0	Contact	CONTACT ID	RC CASE				
23	0	Alt Contact	ALT NAME SEA	RC ALT CNTC			22	
24	0	Problem Informal	PROBLEM INFO	DERIVED RC C				PROBLEM IN
25	0	Product	RC PRODUCT 1	DERIVED RC C				
26	0	Product	PRODUCT ID	RC CASE				

Build

Find Object References

Upgrade

Results

Validate

Ready

CR800GA

NUM

1200

FIG. 12

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/clientservice/peoplesoft/crm-status

Home View Report Help Sign Out

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Description: PeopleSoft Parkway

Country: USA

Address 1:

Address 2:

Address 3:

City: Pleasanton

Country: CA

State: California

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT

Status: Active

Address ID: 1208

Postal: 94505

Submit

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 001

Telephone Prefix: 925

Telephone Extension: 694 9479

Done Local Intranet

1310

1340

1350

255

1330

1320

1335

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Links

Address http://localhost:7001/serVets/clientService/peopleSoft8?cmd=Start&

Home ? Help

View All First 1 of 1 Last

Address Seq: 1

Address Detail

View All First 1 of 1 Last

*Effective Date: 07/25/2001 1330

*Status: 1330

*Address Type: Business 1320

*Address ID: 1330

Description: 1330

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

View All First 1 of 1 Last

Phone Info

*Phone Type Description Primary Prefix Telephone

Int'l

Business Desk 17 001 925 694 9479

Phone Extension

Address Book					
*Effective Date:	07/25/2001	Status:	Active	+ -	
*Address Type:	Business	*Address ID:	1208		
Description:					
Country:	USA	United States			
Address 1:	PeopleSoft Parkway				
Address 2:					
Address 3:					
City:	Pleasanton				
Country:	CA	California			
State:			94505		
Time Zone:	PST	Pacific Time, Tijuana			
			Submit		

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA United States
1350	Address 1: PeopleSoft Parkway

FIG. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/clientservlet/peoplesoft8?cmd=save

Home ? Help Log Out

Address Info

View All First 1 of 1 Last

Address Seq: 1

Address Detail

*Address Seq: 1

*Effective Date: 07/25/2001

*Address Type: Business

*Status: Active

*Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postcode: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

View All First 1 of 1 Last

Phone Type Description Primary Prefix Telephone Extension

Business Desk 001 925 894 9479

1310 1340 1350 1330 1320 1335 255

ja:script:baseprompt_main2(r8_PERSON_ADDR_EFFDT(\$0,r8_PERSON_ADDR_EFFDT(\$0,'150',false));

Local intranet

FIG. 13D



Home > Profile > My Profile > My Profile

Personalization

Option Default Value Override Value

Accessibility Features	No	<input type="checkbox"/>	Explain
Tab over Add/Exit Buttons (+)	No	<input type="checkbox"/>	Explain
Afternoon designator (PM, pm)	PM		Explain
Tab over Calendar Button	No	<input type="checkbox"/>	Explain
Currency Symbol	\$		Explain
Currency Symbol Position	Leading	<input type="checkbox"/>	Explain
Decimal Separator	MM/DD/YY	<input type="checkbox"/>	Explain
Date Format			Explain
Date Separator			Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/>	Explain
Morning designator (AM, am)	AM		Explain
Multiple Row Insert	Yes	<input type="checkbox"/>	Explain
Save Confirmation	Yes		Explain
Save Warning	Yes	<input type="checkbox"/>	Explain
Time Format	h:mm:ss:05 AM	<input type="checkbox"/>	Explain
Time Separator			Explain
Thousand Separator			Explain

FIG 13E

Local Internet

1495 1420A 1420B 1410 255 1420P

Microsoft Internet Explorer

Address: http://localhost:7001/services/people/people87cmd-starts

Home > PeopleTools > Maintain Security > User > Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List ALLPANELS

Description All Panels

Menu Name	Find View Edit First 145 of 145 Last
ADMINISTER_SECURITY	Edit Components
APPLICATION_ENGINE	Edit Components
APPMONITOR	Edit Components
CALLCENTER	Edit Components
CIQ_PAGELETS	Edit Components
CNV_SCHEMA_MAP	Edit Components
CRM_OPEN_WORKLIST	Edit Components
CRM_PORTAL_COMPONENTS	Edit Components
CRM_TRANSFORM_UTILITY	Edit Components
CTI_CONFIGURATION	Edit Components
CUBE_MANAGER	Edit Components
EDI_MANAGER	Edit Components
ESTABLISH_BUSINESS_UNITS	Edit Components
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components
MAINTAIN_SECURITY	Edit Components
MAINTAIN_SOLUTION	Edit Components

FIG. 14A

1470

Grid Properties

General | Columns | Label | Use |

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

Unlimited Occurs Count (rows)

1480

1490

270

OK Cancel

FIG. 14B

General Pages PeopleTools Process Sign-on Times

Permission list ALLPANLS

Description:	All Panels
--------------	------------

Fig. 14c

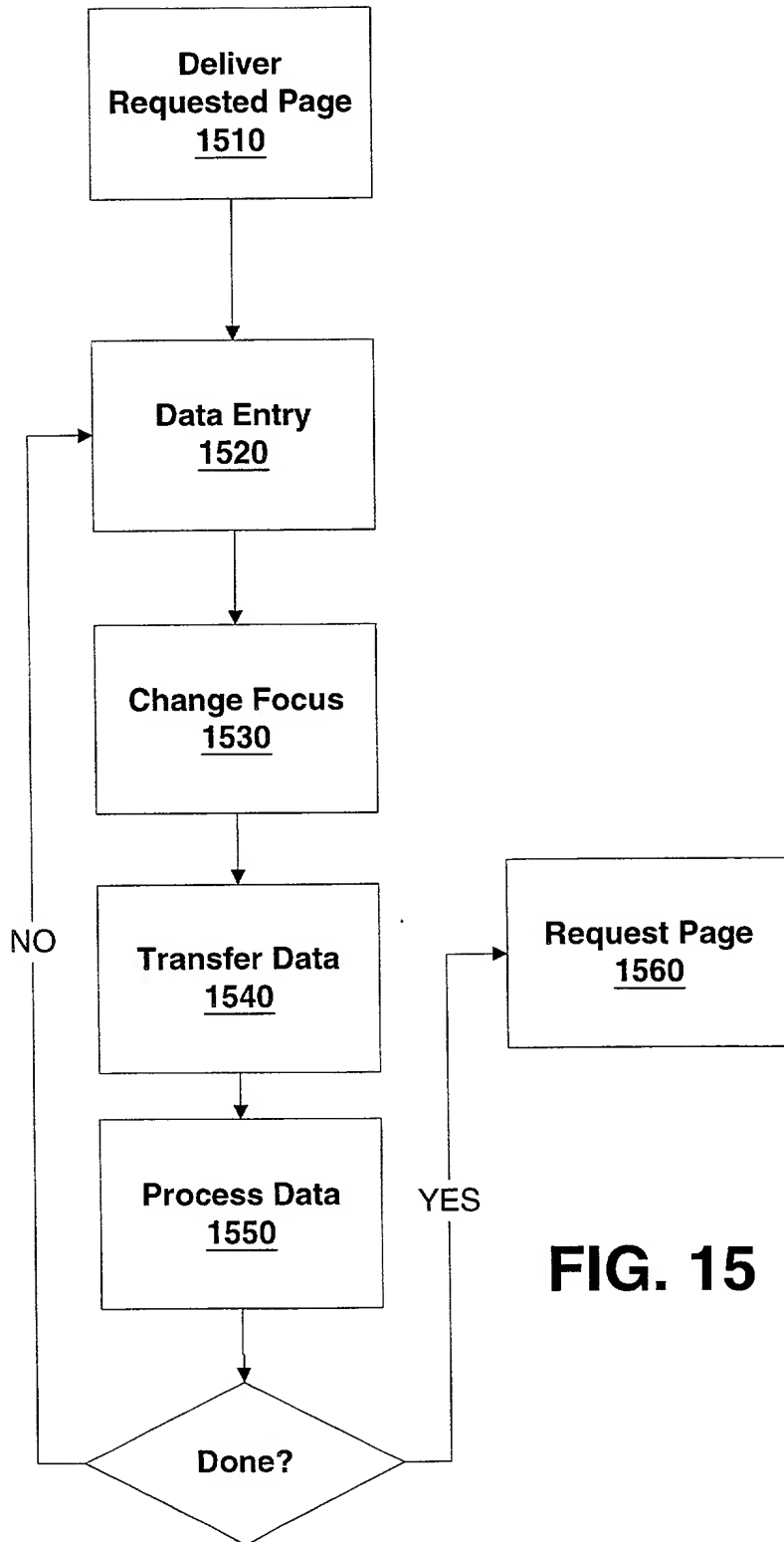


FIG. 15

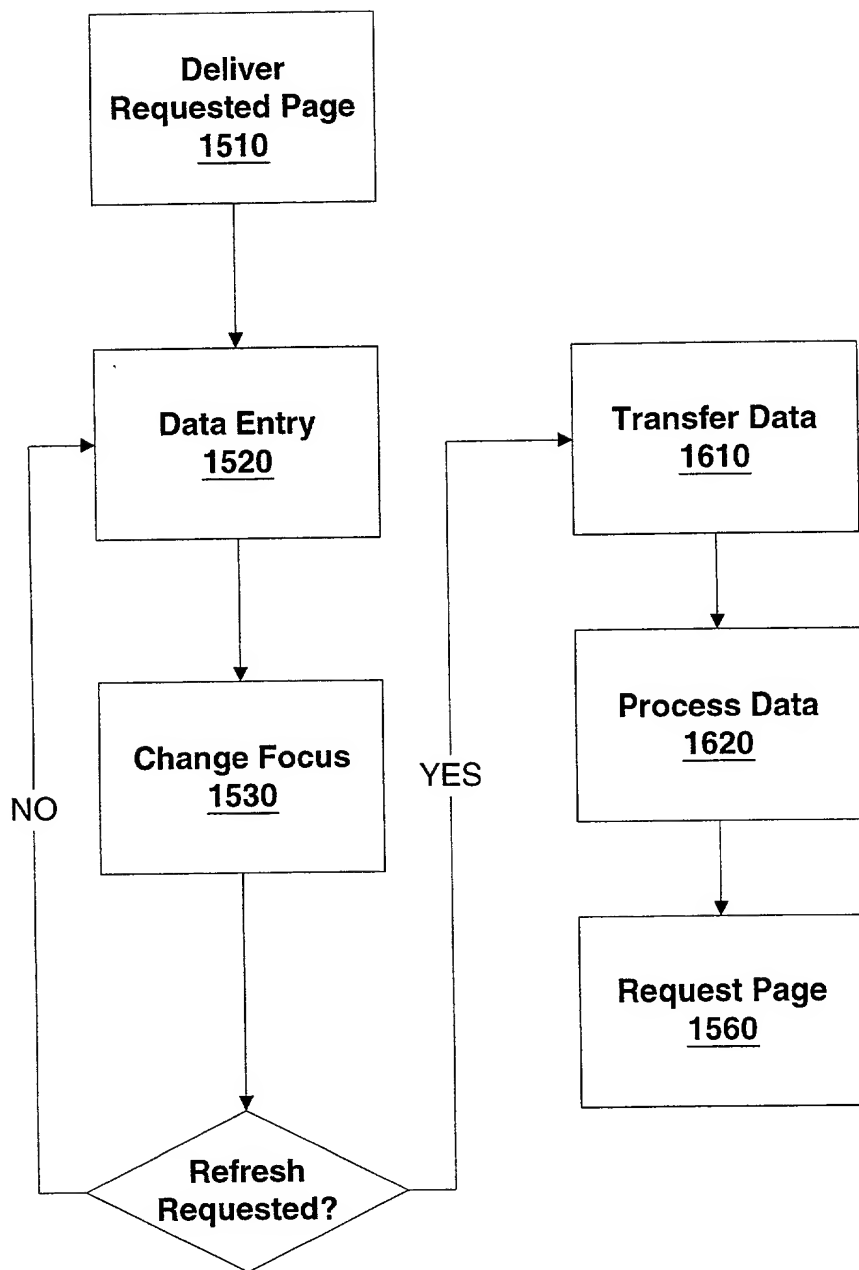


FIG. 16

10041034-123604

Component Properties

General | Use | Internet

Search Page

Primary Action: ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction

☒ Disable Toolbar

OK Cancel

275

1710

1720

1730

1740

FIG. 17A

1770 1790 1780 1760 1750 1740 1730 1720 1710 1700 1690 1680 1670 1660 1650 1640 1630 1620 1610 1600 1590 1580 1570 1560 1550 1540 1530 1520 1510 1500 1490 1480 1470 1460 1450 1440 1430 1420 1410 1400 1390 1380 1370 1360 1350 1340 1330 1320 1310 1300 1290 1280 1270 1260 1250 1240 1230 1220 1210 1200 1190 1180 1170 1160 1150 1140 1130 1120 1110 1100 1090 1080 1070 1060 1050 1040 1030 1020 1010 1000 990 980 970 960 950 940 930 920 910 900 890 880 870 860 850 840 830 820 810 800 790 780 770 760 750 740 730 720 710 700 690 680 670 660 650 640 630 620 610 600 590 580 570 560 550 540 530 520 510 500 490 480 470 460 450 440 430 420 410 400 390 380 370 360 350 340 330 320 310 300 290 280 270 260 250 240 230 220 210 200 190 180 170 160 150 140 130 120 110 100 90 80 70 60 50 40 30 20 10 0

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History

Address http://localhost:7001/services/clientservlet/peoplesoft/cmd-stat

View Worklist Home Sign Out

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Status: Active

Address ID: 1208

Description: USA United States

Country: PeopleSoft Parkway

Address 1:

Address 2:

Address 3:

City: Pleasanton

Postak: 94505

Country: CA California

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Expert Entry

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 001

Telephone Extension: 925 694 9479

Submit

Done

~255

1770

~1780

~1790

~1760

Fig. 17B